



Milesight DeviceHub

User Guide



Preface

This guide teaches you how to connect Milesight devices to the Milesight DeviceHub, and how to manage the devices on the Milesight DeviceHub.

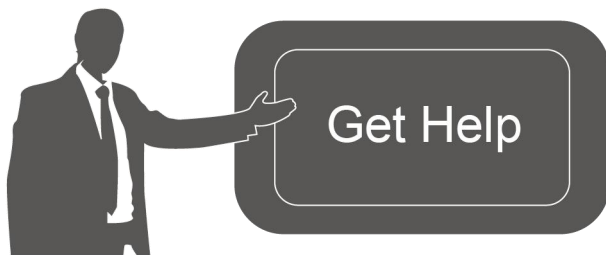
Readers

This guide is intended for the following users:

- Distributors
- Network Planners
- On-site technical support and maintenance personnel
- Network administrators responsible for network configuration and maintenance

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Revision History

Date	Doc Version	Description
Aug. 29, 2018	V 1.0	Initial version
Mar. 17, 2021	V 2.0	Brand Replace and add features
July 7, 2022	V 2.1	UG gateways support upgrade and provisioning in batches
Jan. 23, 2024	V 2.2	Add VS series

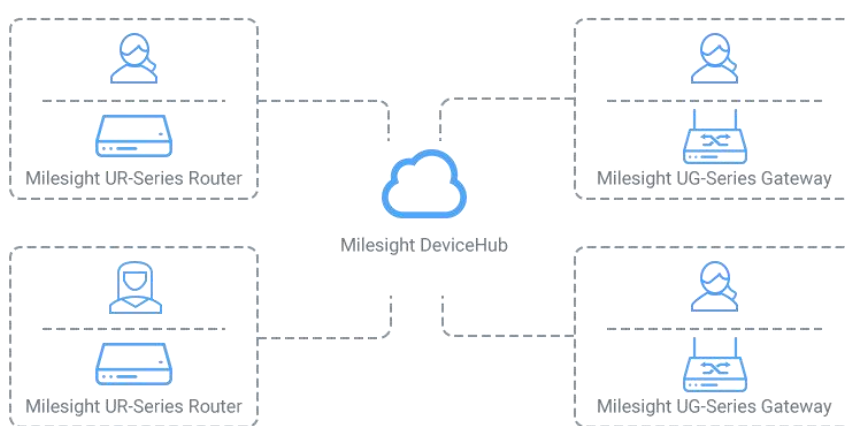
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Introduction

Milesight DeviceHub provides a high-efficiency, low maintenance solution to easily deploy Milesight IoT devices across multiple locations, reducing complexity and increasing productivity. Milesight offers following DeviceHub versions:

- Cloud Version: devicehub.milesight-iot.com
(Contact Milesight IoT sales or click [here](#) to apply for DeviceHub Cloud platform account.)
- On-Premises Version: Download from Milesight IoT website and install referring to *DeviceHub Installation Guide*.



Compatibility

The following Milesight IoT products support remote management feature:

- UR Series Router
- UF 5G CPE/Dongle
- UG63 V1/UG65/UG67/UG56 LoRaWAN Gateway
- VS121-P/VS133-P/VS135-P

Getting Started

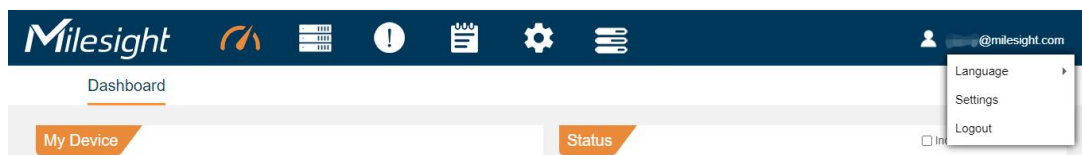
Login DeviceHub

Type the DeviceHub address to visit the login page. Enter the account(email) and password, click "Login".



Account Options

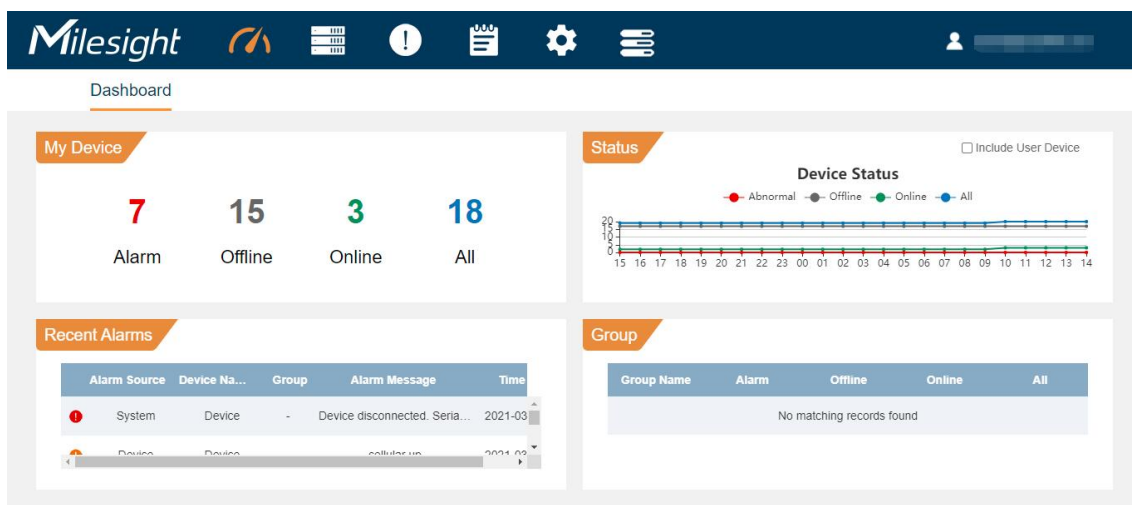
After logging in, click the account at the right-upper corner, and a dialog box will pop up.



- **Language:** change the web language.
- **Settings:** edit the account settings.
- **Logout:** click to log out the Milesight DeviceHub.

Web Configuration Panel

There are 6 main sections on the web configuration panel.



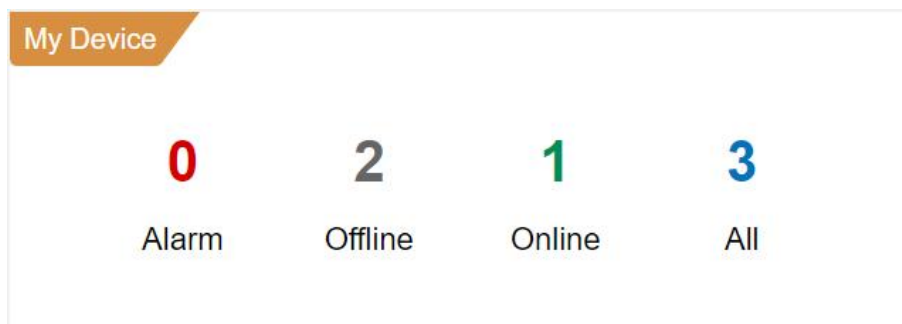
- **Dashboard**
View my devices, recent alarms, device status, and device groups.
- **Device**
Manage devices.
- **Alarm**
Check device alarms, configure alarm settings, and manage the alarms.
- **Operation Log**
Check operation log related to the concurrent account.
- **Settings**
Edit account settings and manage users.
- **Task**
Check task status for your devices.

Dashboard

On the dashboard, you can check your devices status, devices' recent alarms, and your device groups.

◆ My Device

Display the number of major alarm devices, offline devices, online devices, and total devices.

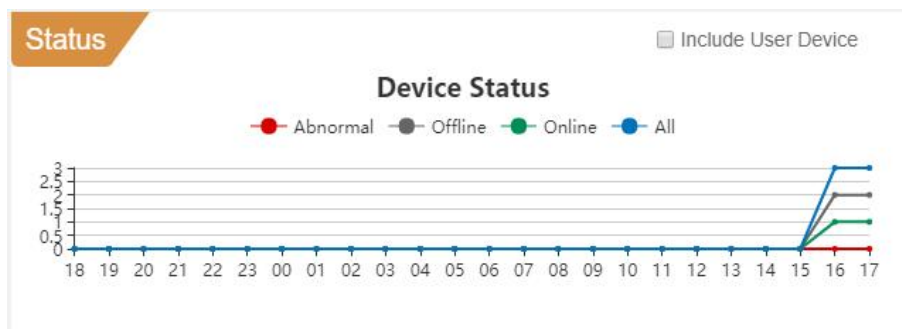


◆ Status


The graph shows your device number according to the time (0-24 hours).

- **Red** line shows new abnormal device number in the past hours. If there are major alarms on the device, the device will be considered as an abnormal device.
- **Gray** line shows the concurrent offline device number.
- **Green** line shows concurrent online device number.
- **Blue** line shows concurrent total device number.


If you check the option "Include User Device", the graph will show both your device number and your users' device number.



◆ Recent Alarms

Display the recent alarms for your devices. This page shows at most 10 alarms. For more alarm information, click  on top of the screen.

Recent Alarms

Alarm Source	Device Na...	Group	Alarm Message	Time
	System	Device	-	Device disconnected. Serial...
				2017-12-0


◆ Group

Display the created device groups and the device number in the groups.

Group

Group Name	Alarm	Offline	Online	All
Group 1	0	0	1	1

Settings

Click  on top of the screen to manage your account settings and manage users.

General Settings

• My Information

Check your account role, managing devices and edit your account name. Maximum number of managing devices is 25 by default for on-premises version. Please refer to *DeviceHub Installation Guide* to learn the steps of expanding the number of managing devices.

- **Notification**

Check the option “Send alarm to email”, and fill in the recipients’ or your email address. If an alarm occurs on your device, you will receive the notification email.

My Information

Name	Administrator
Email	yuxy@milesight.com
Role	Root
Managing/Max Manageable	2/25
License	

[Create&Download](#)[Browse](#)**Notification**☒ Send alarm to email

Email Address	yuxy@milesight.com
---------------	--------------------

Following settings are only supported by **on-premises version**:

- **System Information**

Check the on-premises program version and serial number.

System Information

Serial Number	9c399cd853b90697298e1a619986b986
Version	2.2.6

- **Network Configuration**

Enable NAT mode and type the public IP address for DeviceHub access by Internet.

Configure the interval for Milesight devices to report status. Cloud version is fixed as 60s.

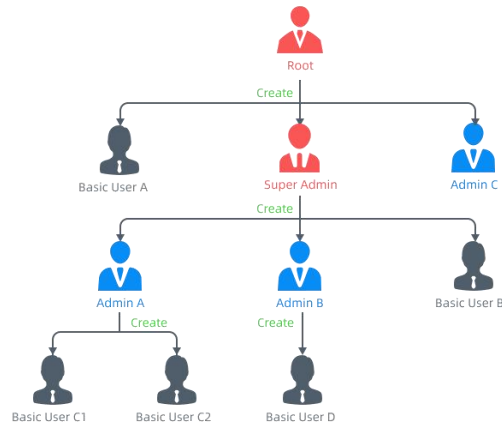
Network Configuration☒ Enable NAT mode

Public Ip Address	
-------------------	--

Reporting Interval	60	s
--------------------	----	---

User Management

DeviceHub supports adding different roles of Milesight device management accounts for your for the device installers and technical supports.



There is only one root account and it can create Super Admins, Admin users and Basic Users.



Super Admins can create Admin users and Basic Users.



Admins can create Basic Users.

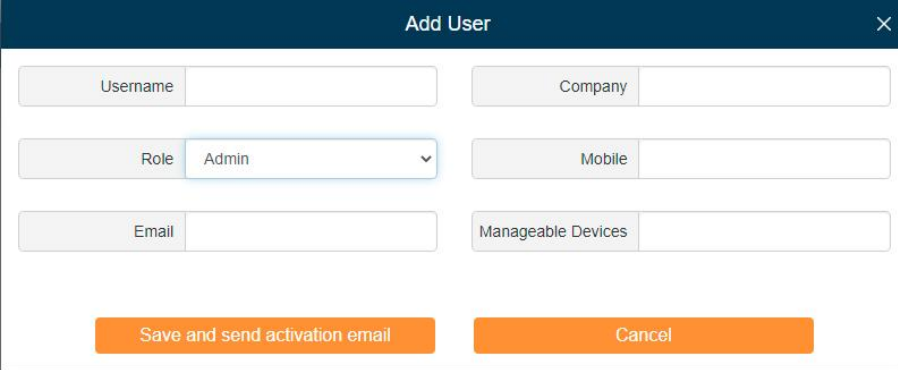


Basic Users have task-based permission, no permission to create users, usually for a technical support or installer.

Role \ Permission	Root	Super Admin	Admin	Basic User
Dashboard	✓	✓	✓	✓
Manage My Device	✓	✓	✓	✓
Manage User Device	✓	✓	✓	×
Alarm Settings	✓	✓	✓	✓
Operation Logs	✓	✓	✓	✓
Create Super Admins	✓	×	×	×
Create Admins	✓	✓	×	×
Create Basic Users	✓	✓	✓	×

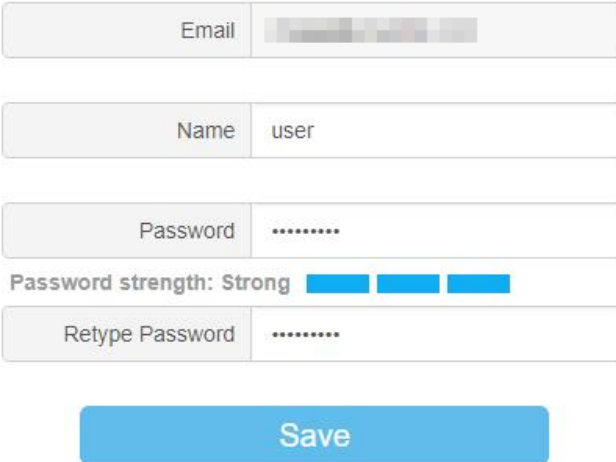
Add New User

1. Go to "User" tab and click "Add" to add a new user.
2. Fill in the user's email address and other information.
3. Specify the user role and manageable devices.
4. Click "Save and send activation email", the DeviceHub system will send an activation email to the user's email address.

A modal dialog box titled "Add User" with a close button (X) in the top right corner. It contains several input fields: "Username" (text), "Company" (text), "Role" (dropdown menu with "Admin" selected), "Mobile" (text), "Email" (text), and "Manageable Devices" (text). At the bottom, there are two orange buttons: "Save and send activation email" and "Cancel".


Username		Company	
Role	Admin	Mobile	
Email		Manageable Devices	
Save and send activation email		Cancel	

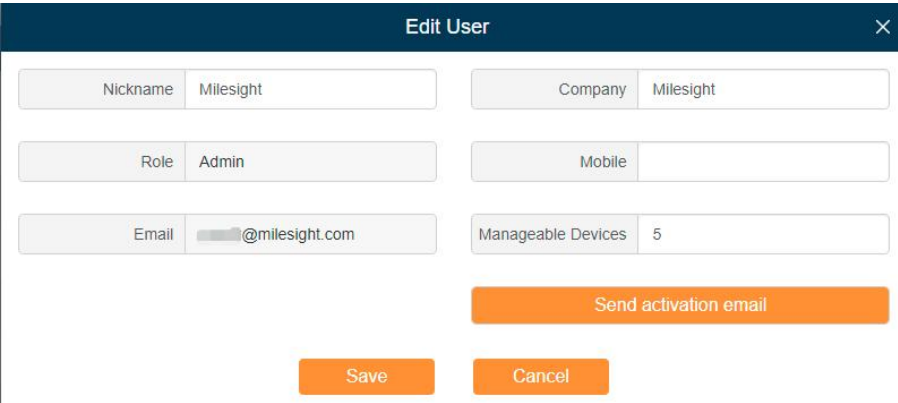
5. After finishing registration according to activation email, users can log in Milesight DeviceHub to add and manage devices.

A user registration form with the following fields: "Email" (text), "Name" (text with value "user"), "Password" (password field with dots), "Password strength: Strong" (indicated by three blue bars), and "Retype Password" (password field with dots). At the bottom is a large blue "Save" button.

Email	
Name	user
Password
Password strength: Strong	
Retype Password
Save	


Edit User

Click  to edit the user information. If the user account is not activated, you can click "send activation email" with new activation link to the user again.

A modal dialog box titled "Edit User" with a close button (X) in the top right corner. It contains several input fields: "Nickname" (text with value "Milesight"), "Company" (text with value "Milesight"), "Role" (text with value "Admin"), "Mobile" (text), "Email" (text with value ".....@milesight.com"), and "Manageable Devices" (text with value "5"). At the bottom, there are three orange buttons: "Send activation email", "Save", and "Cancel".

Nickname	Milesight	Company	Milesight
Role	Admin	Mobile	
Email@milesight.com	Manageable Devices	5
Send activation email			
Save		Cancel	

Delete User

Click  to delete a user. If the user has device(s) in his device list, you cannot delete the user.

Before deleting the user, you need to transfer the device(s) managing authority to other user's first.

[How to transfer device managing authority?](#)

Security Settings

On the Security page, you can change your login password. We recommend that you set a robust password with lower cases, upper cases and numbers.

Reset Password

Old Password

.....

New Password

.....

Password strength: Strong

Retype New Password

.....|

Email Settings

On the Email page, you can configure the outgoing email server or change the email information which you type when installation. This email address is used for sending sub-account activation emails and alarm emails. "Test" button is used to check the email server validation and save the setting automatically. This setting only work with root account under on-premises version.

General

User

Security

Email

Domain

Outgoing Mail Server

Email

Password

Server

Port

Security

☒ NO ☐ SSL ☐ STARTTLS

Test

Domain Settings

On the Domain page, you can add a custom domain name and upload your HTTP/HTTPS certificates. This setting only work with root account under on-premises version.

General
User
Security
Email
Domain

Server Domain

Custom Domain

Certificate
Browse

Private Key
Browse

Save
Cancel

Device Management



Click  on top of the screen to manage your devices and users' devices.

My Device

On "My Device" page, you can manage devices, edit and change the devices' administrator.

My Device Device Group User Device										
Add Delete Upgrade Provisioning Search [Icons]										
	Status	Device Name	Device Group	Serial Number	Hardware	Firmware	Model	Part Number	Expire In	Operation
<input type="checkbox"/>	●	Device	-	621580609667	V1.0	55.2.0.7-beta03	UR55	L00E-S1122	N/A	[Icons]
<input type="checkbox"/>	●	Device	-	621480490746	V1.0	52.2.0.7	UR52	L00E-S1122	N/A	[Icons]
<input type="checkbox"/>	●	Device	-	987654321012	V1.1	2.2.0.7-beta03	LTE-ROUTER-72		N/A	[Icons]




- The device is connected to DeviceHub and online.
- There is an alarm on the device; click the icon to check the alarm information.
- The device is offline or not connected to DeviceHub.

If the device becomes offline, you can't access the device even if you click . And the icon will turn  in 10 minutes.

Search Device

You can search for device you want to operate by Device Name, Device Group, Serial Number, MAC address or Model.

- Enter relevant information in the search field, click  to search device from the device list.
- Click  to refresh the device list.
- Click  to choose which items to display.

Add Device

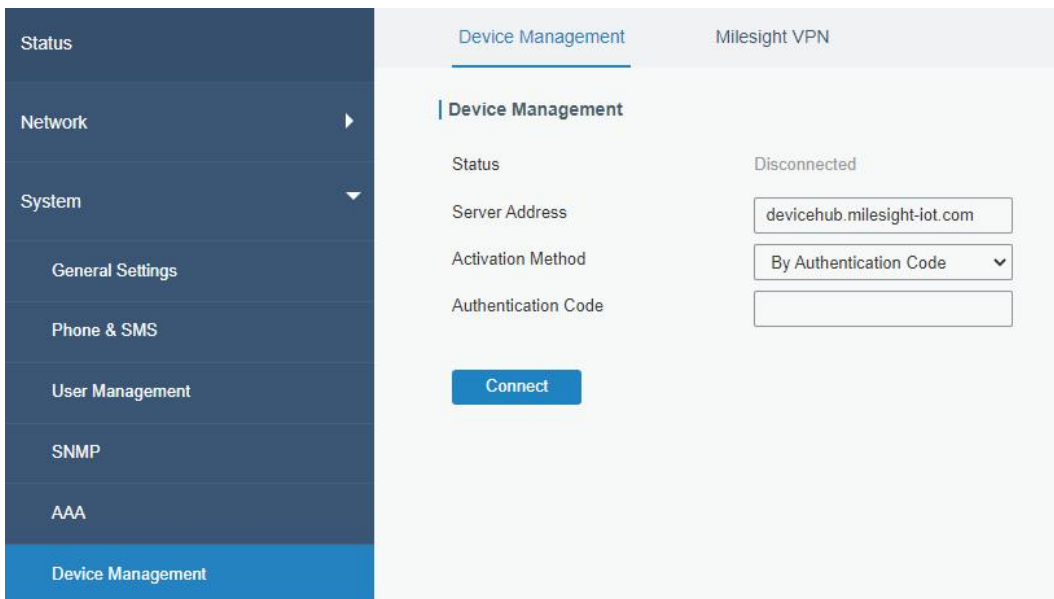
There are two ways to add devices to Milesight DeviceHub. Choose either of them to add devices according to your circumstance.

- [Connect to Milesight DeviceHub via Account Info](#)
- [Connect to Milesight DeviceHub via Authentication Code](#)

Connect to Milesight DeviceHub via Account Info

1. Log in Web GUI of devices to see the device management or remote management settings.

For UR/UF/VS Series Devices



Server Address

- **Cloud Version:** devicehub.milesight-iot.com
- **On-premises Version:** IP address or domain of the DeviceHub server, e.g. 220.82.63.79.

For UG Series Gateways

Network Server

Network

System

General Settings

User Management

SNMP

Device Management

Events

Device Management

Device Management

Status: Disconnected

Activation Server Address: devicehub.milesight-iot.com

Device Management Server Address: https://devicehub.milesight-iot.c

Activation Method: By ID

ID

Password

Connect

- **Cloud Version**

Activation Server Address: devicehub.milesight-iot.com

Device Management Server Address: https://devicehub.milesight-iot.com/acs

- **On-premises Version**

Activation Server Address: IP address or domain of the DeviceHub server, e.g. 220.82.63.79.

Device Management Server Address: http://<DeviceHub server address or domain>:8080/acs, e.g. http://220.82.63.79:8080/acs

2. Choose "Activation Method" as "By ID" or "By Account Name", and fill in your DevicHub account username(email) and password. For example:

Device Management

Milesight VPN

Device Management

Status: Disconnected

Server Address: 192.168.22.213

Activation Method: By Account Name

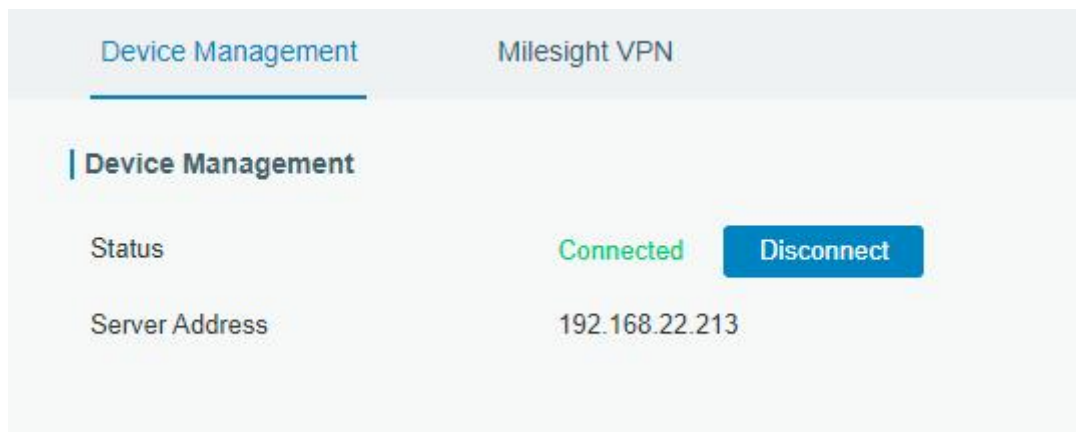
Account Name: admin@test.com

Password:

Connect

3. Click "Connect". If the device is connected to the Milesight DeviceHub, the status will show

“Connected”.



4. You can see the connected device appears on the My Device list of the DeviceHub, and the status shows “Connected”.

My Device

Device Group

User Device

Add

Delete

Upgrade

Provisioning

Search

	Status	Device Name	Device Group	Serial Number	Hardware	Firmware	Model	Part Number	Expire In	Operation
<input type="checkbox"/>	<div></div>	Device	-	621580609667	V1.0	55.2.0.7-beta03	UR55	L00E-S1122	N/A	<div></div> <div></div> <div></div> <div></div> <div></div>
<input type="checkbox"/>	<div></div>	Device	-	621480490746	V1.0	52.2.0.7	UR52	L00E-S1122	N/A	<div></div> <div></div> <div></div> <div></div> <div></div>
<input type="checkbox"/>	<div></div>	Device	-	987654321012	V1.1	2.2.0.7-beta03	LTE-ROUTER-72		N/A	<div></div> <div></div> <div></div> <div></div> <div></div>

Connecting to Milesight DeviceHub via Authentication Code

Device’s operator can connect the device to Milesight DeviceHub via authentication code assigned by the DeviceHub users.

For the DeviceHub Users

- Click “Add”, enter a name to help yourself identify the device, and then click “Add”.

Add Device

Name

demo

Group

Group 1

☐ Verify Serial Number and MAC address

Add

Cancel

- Verify Serial Number and MAC address.
 - Check the option:** you need to fill in the device’s Serial Number and **Ethernet port** MAC address. The generated authentication code is only applicable for the specific device.
 - Uncheck the option:** any router can connect to the DeviceHub via the randomly generated

Note: For UR routers or UF51, you can find the MAC address on web GUI “Status > Overview > WAN > MAC”; for UF31, you can find the MAC address on web GUI “Network > Interfaces > LAN”; for UG gateways, you can find the MAC address on “Packet Forwarder > General > Gateway EUI”, the MAC address is gateway EUI removed “FFFE”, example: the Gateway EUI is 24E124FFFEF0E201, then the MAC address is: 24:E1:24:F0:E2:01.

authentication code. Once the device is connected to the DeviceHub, the router’s Serial Number and MAC address will be automatically filled in.

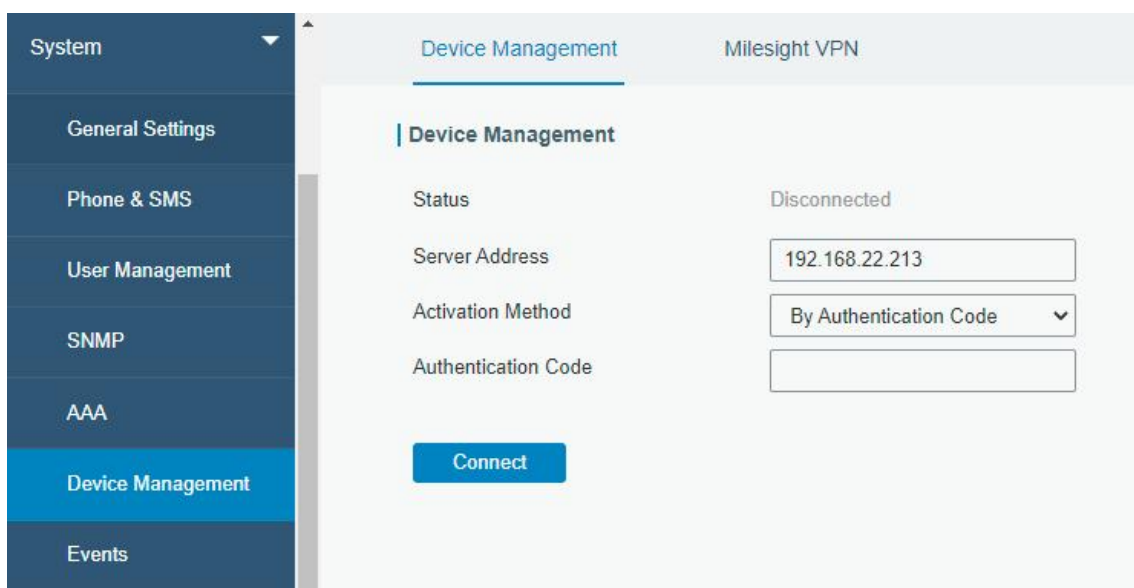
3. Click “Add”, and the system will generate an authentication code.



4. Send the code to the operator’s email or copy the code and send it to the operator.

For the device’s operator

5. Log in the device’s Web GUI. Go to “System > Device Management”, and fill in the DeviceHub information referring [last steps](#).



6. Click “Connect”. If the code is correct, the status will show “Connected”.

Device Management

Milesight VPN

Device Management

Status

Connected

Disconnect

Server Address

192.168.22.213

AddDelete

Search

Status	Device Name	Device Group	Serial Number	Model	Expire In	Operation
	Device	-	621173959666	UR72	N/A	

Monitoring Device's Location

This feature only apply for **UR series routers with GPS**. Before monitoring device's location, log in router's Web GUI, and go to "Industrial > GPS > GPS" to enable GPS function.

Status

Network

System

Industrial

I/O

Serial Port

Modbus TCP

Modbus Master

GPS

GPS

GPS IP Forwarding

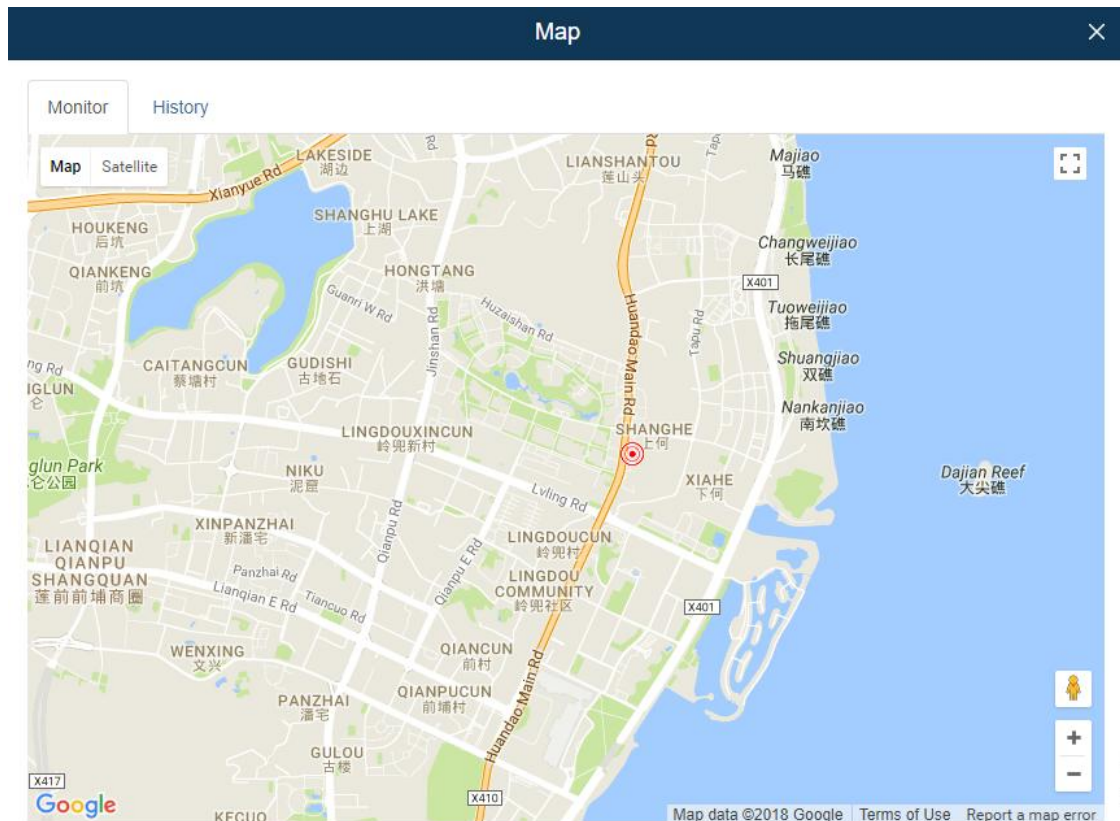
GPS Serial Forwarding

Enable

☒

Save

Go to "My Device" on DeviceHub and click to monitor the router's location and historical route.



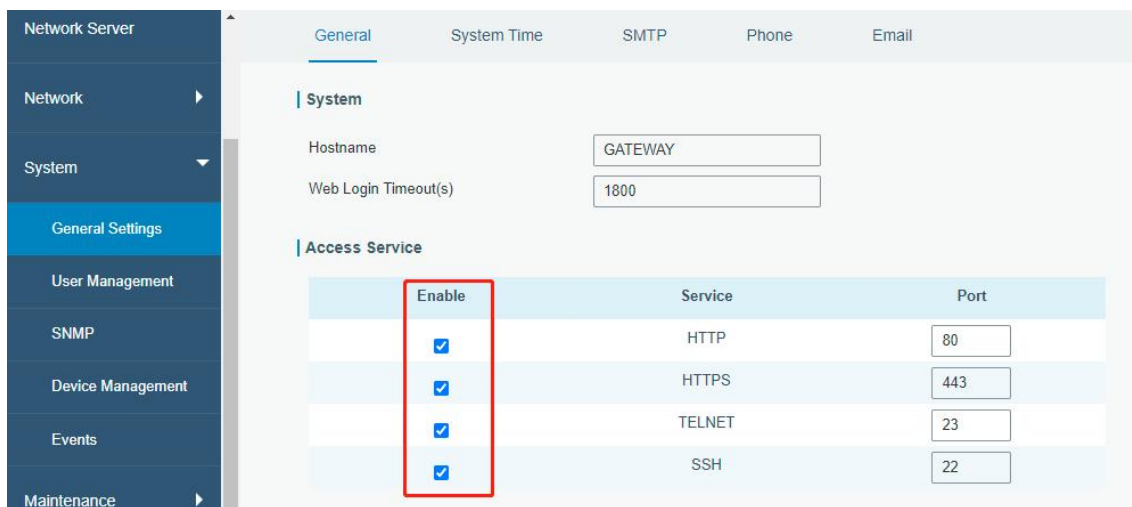
Visit Device


1. Log in web GUI of devices to enable remote HTTP/HTTPS services.

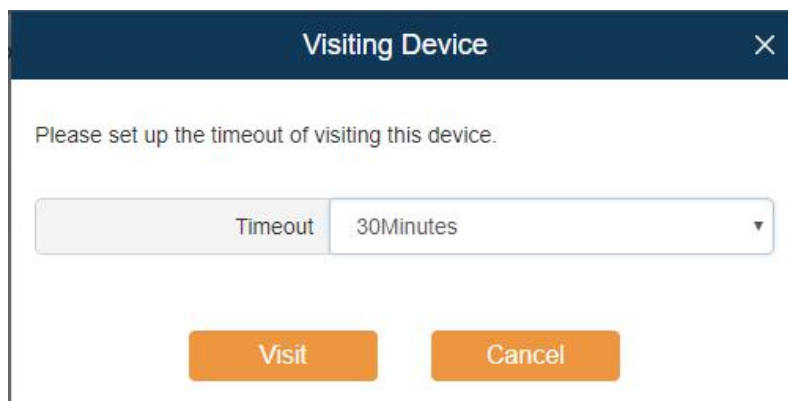
For UR series routers, go to “Network > Firewall” to enable remote access services.



For UG series gateways, go to “System > General Settings” to enable access services.



2. Click  and select the timeout value from the drop-down menu, then click “Visit”.



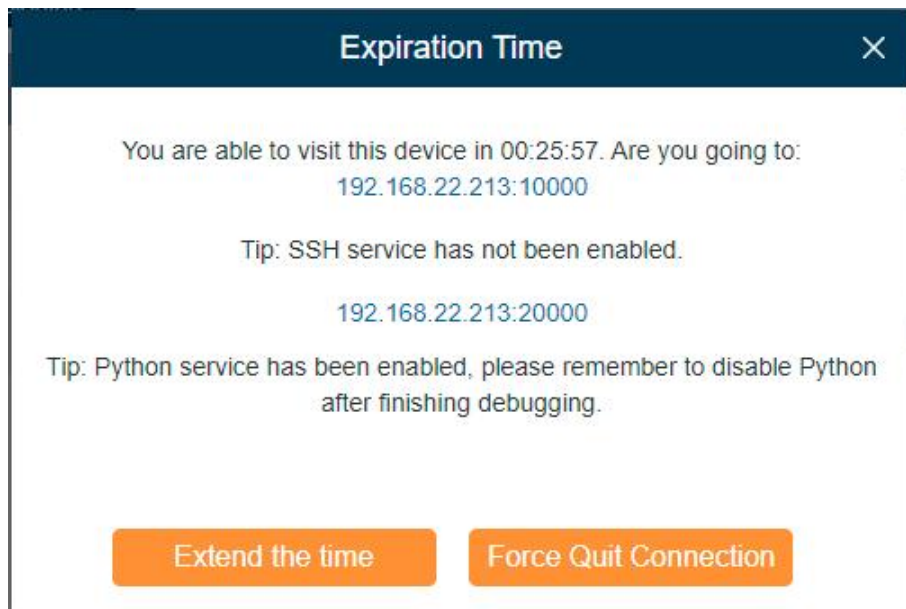
3. The system will give you an address to access the device, click on the URL to access the device.




If SSH is enabled, the dialog box will display as below.



4. After you log in the devices, you can view and manage configurations remotely.
5. Click the timeout in the device list, you can select "Extend the time" or "Force Quit Connection".



Edit Device

Click  to view and edit the device information. You can edit the device's name and assign the device to a group.

Edit Device

Name

Device

Date Registered

2021-03-17 17:52:52

Serial Number

6222A3243835

Last Connected

2021-03-17 18:10:33

MAC Address

24:E1:24:F0:E2:25

Add User

Administrator

Model

UG67

Group

None

Firmware Version

60.0.0.34.3


Uptime

9 day(s), 05:00:01

Save

Cancel

Select Device Administrator

Click  to select the device administrator.

- If a user is selected, he/she can manage the device on the DeviceHub.
- If a user's management authority is removed, the device will be deleted automatically from his/her device management account.

Select Administrator

☒

User Name

Company

Email

Role




☒

Me

-

-

Delete Device

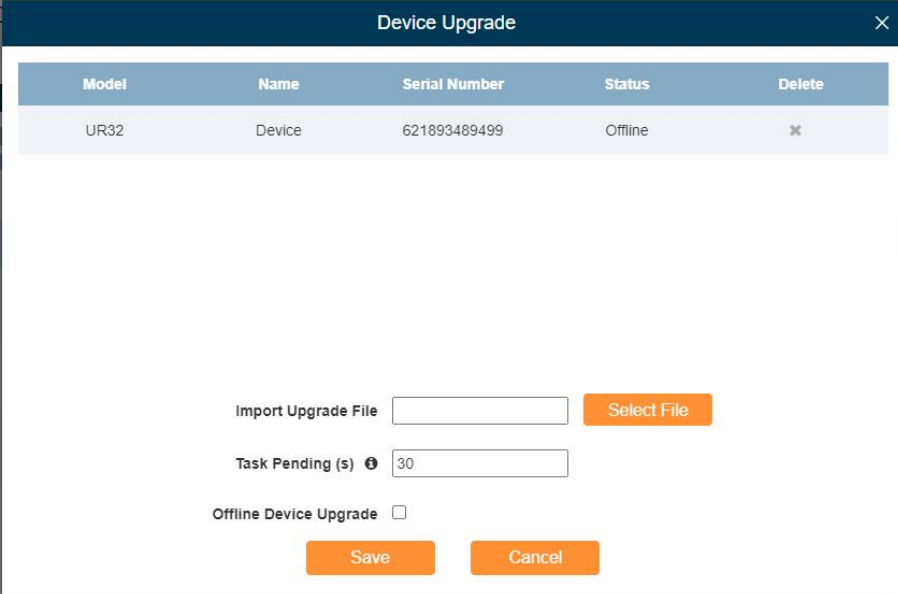
Click  to delete a device from the device management. If the device is still connected, you need to click  and select "Force Quit Connection" to quit device connection first. Then click  to delete the device.


Note: If the device is managed by multiple users, and you delete the device, the device will also be deleted from other users' device management accounts.

Upgrade Device


1. Select the devices you want to upgrade, and the devices should be of the same model, firmware and hardware, then click "Upgrade".
2. Click "Select File" to upload the devices firmware file (firmware can be downloaded on Milesight

website). After the firmware is uploaded successfully, you can click “save” to complete the upgrading. If you need to upgrade the offline devices, check “Offline Device Upgrade”, then DeviceHub will complete the upgrade after the devices are online. Note that if DeviceHub server or device network speed is slow, do not set the “Task Pending” as 0s.




Model	Name	Serial Number	Status	Delete
UR32	Device	621893489499	Offline	

Import Upgrade File Select File

Task Pending (s) 

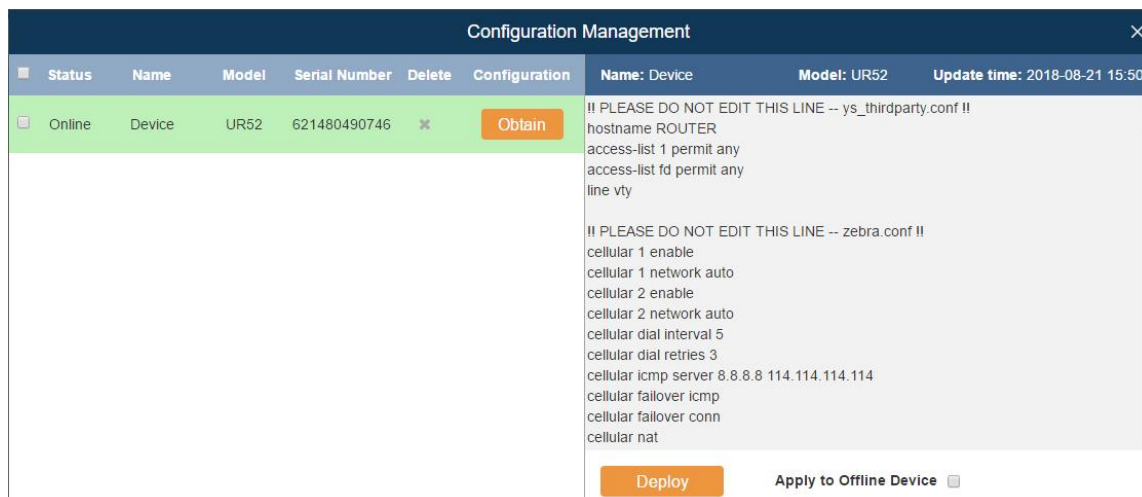
Offline Device Upgrade ☐

Save Cancel

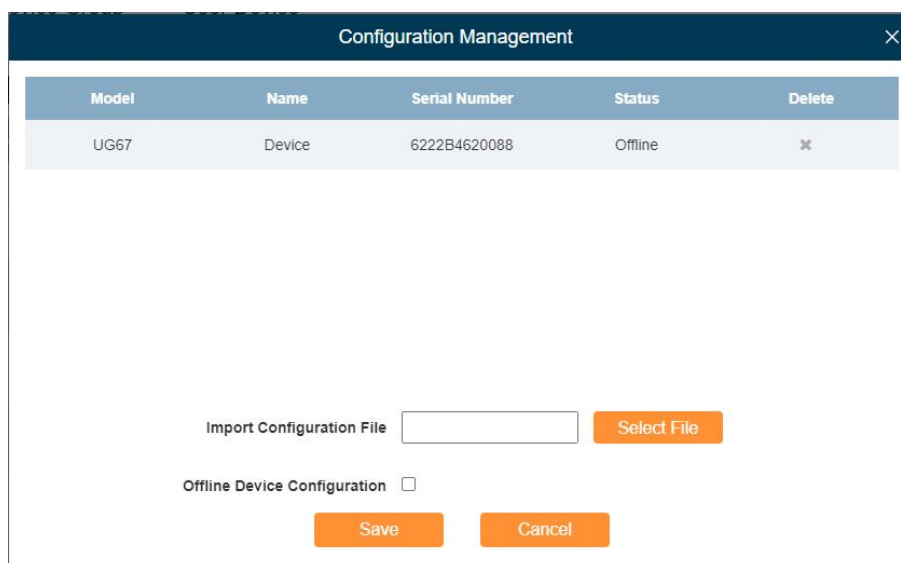
3. You can view the upgrade task status by clicking  .

Provisioning

1. Select the devices you want to synchronize the configuration, and the devices should be of the same model, firmware and hardware, then click “Provisioning”.
2. For UR routers and UF 5G products, click “Obtain” to obtain one device’s configuration. The configuration information will be shown in the right textbox, then you can modify the parameters and click “Deploy” to send and apply the devices you have selected. If you want to deploy the off-line devices, check “Apply to Offline Device”.



3. For UG/VS Series, click “Select File” to upload the device configuration file (you can get the file on any device). After the file is uploaded successfully, you can click “save” to apply the configuration. If you want to deploy the off-line devices, check “Offline Device Configuration”, then DeviceHub will apply the configuration after the devices are online.

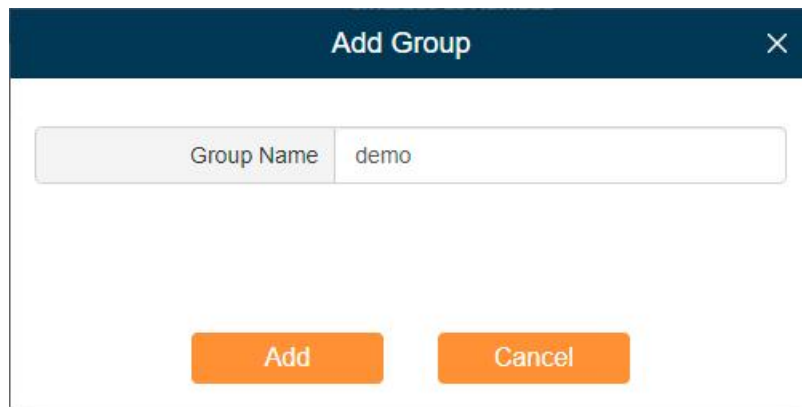


4. You can view the task status by clicking .

Device Group

You can group your devices by areas, device models or other purposes.

1. Click “Add” to add a device group.
2. Specify the group name, and then click “Add”.



Add Group [X]

Group Name: demo

[Add] [Cancel]

3. Click  to edit the device group name, add or remove devices.



Edit Device Group [X]

Group Name: Group 1 [Save] [Cancel]

[Add] [Remove]

	Device Name	Model	Serial Number	MAC Address
<input type="checkbox"/>	demo	UR72	621173959666	24:E1:24:0B:64:43

4. Click “Add” to add the devices into the group, then click “save”.






Add Device to Group [X]

	Device Name	Model	Group	Serial Number	MAC Address
<input type="checkbox"/>	Device	UR32	-	621893429881	
<input type="checkbox"/>	Device	UG85	-	621794362650	24:E1:24:F0:60:01
<input type="checkbox"/>	Device	UR75	-	621281297377	24:E1:24:F0:07:96
<input type="checkbox"/>	Device	LoRaWAN Gateway	-	6216A0721553	24:E1:24:F0:A1:23
<input type="checkbox"/>	Device	UG87	-	6216A1648958	24:E1:24:F0:B4:FC
<input type="checkbox"/>	Device	UG65	-	6221A2244783	24:E1:24:12:B1:13
<input type="checkbox"/>	UG65test	UG65	-	6221A2216426	24:E1:24:F0:C4:00

[Add] [Cancel]

User Device

On the “User Device” page, you can check all your users’ devices.

- Select Users from the drop-down menu to check different users’ devices.
- Enter contents in the search field, click  to search device from the device list.
- Click  to choose which items to display.
- Click  to select the device administrator.

My Device Device Group User Device

User:

Status	Model	Serial Number	MAC Address	Administrator
●	UR32	621893429881		
●	UR32	621893403131	24:E1:24:F0:49:DD	
●	M2M-ROUTER-32	621893464125	24:E1:24:F0:4A:11	
●	UR72	621181214417	24:E1:24:F0:06:9A	
●	M2M-ROUTER-32	621893479883	24:E1:24:F0:49:79	
●	M2M-ROUTER-32	621893433860	24:E1:24:F0:4A:69	
●	UG85	621794322090	24:E1:24:F0:64:AE	

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- The device is connected to Milesight DeviceHub.
- The device is offline or not connected to Milesight DeviceHub.

Alarm

Click on top of the screen to check alarm information for your managed devices and set the alarm settings.

Alarm List

When something is wrong with your device, an alarm message will be sent to Milesight DeviceHub. You can set the alarm events in Alarm Settings. You can search alarms by Alarm Level, Alarm Name, Time and device Serial Number.

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Alarm List Alarm Settings

Alarm Level: Alarm Name:

Time: Serial Number:

	Time	Alarm Source	Device Name	Serial Number	Device Group	Alarm Name	Alarm Message
<input type="checkbox"/>	2021-03-16 19:24:18	System	Device	621993274774	-	Device Disconnected	Device disconnected. Serial Number: 6219932...
<input type="checkbox"/>	2021-03-16 17:57:18	System	Device	6223A3088444	-	Device Disconnected	Device disconnected. Serial Number: 6223A30...

Alarm Acknowledge

When the alarm appears, the device status will be displayed (red alarm). You should check the alarm information and fix the relevant issues for your device, then acknowledge the alarm.

1. Check the abnormal device and solve the problem.
2. Select the solved event from alarm list.
3. Click "Acknowledge".

4. Your device status will be changed back to ● (green normal).

Note:

- If you don't solve the device's problem, and click "Acknowledge", the device status will also turn to ● (green normal).
- If a device is managed by multiple users, all the users will receive the alarm information. If User A acknowledges the alarm, the device status on User B's side will not be affected, it is still ● (red alarm).

Alarm Settings

On the "Alarm Settings" page, you can set which events to be recorded as alarms. There are two alarm levels, Major and Minor.


By default, Major Alarms are enabled. When the problems pop up, the alarm will be recorded on your Milesight DeviceHub account.

Alarm List

Alarm Settings

	Record	Level
System		
Device Disconnected	<input checked="" type="checkbox"/>	Major
Device Deleted	<input checked="" type="checkbox"/>	Major
Device Removed	<input type="checkbox"/>	Minor
System User Lockout	<input type="checkbox"/>	Minor
Device		
Cellular Down	<input checked="" type="checkbox"/>	Major
Failed to send SMS	<input type="checkbox"/>	Major
VPN Down	<input checked="" type="checkbox"/>	Major
WAN Down	<input checked="" type="checkbox"/>	Major
Cellular Up	<input checked="" type="checkbox"/>	Minor
Text messages received	<input type="checkbox"/>	Minor
VPN Up	<input checked="" type="checkbox"/>	Minor
WAN Up	<input checked="" type="checkbox"/>	Minor

Operation Log

Click  on top of the screen to check operation logs for your account. On this page, you can check and search operation logs for Login, Logout, My Device, Remote Connection, Device Group, User Device, Alarm, General, User and Security executed by you and system administrator.

Operation Log

Log Type: IP:


Time: Serial Number:

Time	Type	Serial Number	Operation	Operator	IP
2021-03-17 16:17:44	Login&Logout	-	User login success.	Me	192.168.22.212
2021-03-17 16:17:40	Login&Logout	-	User login failed.	Me	192.168.22.212
2021-03-17 14:37:29	Login&Logout	-	User logout success.	Me	192.168.22.212
2021-03-17 14:37:04	Login&Logout	-	User login success.	Me	192.168.23.160
2021-03-17 10:20:27	Login&Logout	-	User login success.	Me	192.168.22.212
2021-03-16 17:44:30	My Device	6223A3088444	Device activated. Device Name: Device, Serial Number:6223A3088...	Me	192.168.22.215

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Task

Click  on top of the screen to check task status for your devices. On this page, you can check and search task for Upgrade, Configuration Obtaining and Configuration Deployment. Click "Start" to restart the failed or stopped tasks, click "Stop" to stop pending tasks.

Task

	Model	Serial Number	Status	Task Type	Task Status	Create Time	Finish Time
<input type="checkbox"/>	UR35	621993274774	Offline	Upgrade (35.2.0.34-a1 -> 35.2.10.34-a1)	Completed	2021-03-16 19:07:42	2021-03-16 19:12:14
<input type="checkbox"/>	UR35	621993274774	Offline	Upgrade (35.2.0.34-a1 ->)	Failed	2021-03-16 19:04:35	2021-03-16 19:05:32
<input type="checkbox"/>	UR35	621993274774	Offline	Upgrade (35.2.0.33 -> 35.2.0.34-a1)	Completed	2021-03-16 17:56:06	2021-03-16 18:00:13
<input type="checkbox"/>	UR35	621993274774	Offline	Upgrade (35.2.0.34-a1 -> 35.2.0.33)	Completed	2021-03-16 17:47:10	2021-03-16 17:55:29
<input type="checkbox"/>	UR35	621993274774	Offline	Upgrade (35.2.0.34-a1 -> 35.2.0.34-a1)	Completed	2021-03-16 17:36:21	2021-03-16 17:46:25
<input type="checkbox"/>	UR35	621993274774	Offline	Upgrade (35.2.10.34-a1 -> 35.2.0.34-a1)	Completed	2021-03-16 17:29:56	2021-03-16 17:35:33

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